Automated Tax Warrant System

USER MANUAL
VERSION 7.1.00

223 NW 2nd Street Suite 300
Evansville Indiana 47708-1239

(812) 434-6669
ATWSHelp@LTnow.com

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GETTING STARTED WITH THE ATWS
RECOMMENDED PROCEDURAL GUIDELINE

DAILY PROCEDURE:

The following procedures should be followed every day:

1. FTP Agent file. Restart your PC. Make sure you are not running any other software. Make sure that everyone else is out of the Tax Warrant System. Click the menu **FTP**. Click **FTP Agent File**. Make sure that you do not run any other software on the PC that is doing the FTP download of the Agent File. See Chapter 8, page 13 for information on how to do the FTP
2. After the FTP process has completed, Review the Agent Return File. Click the menu **Agent Return File**, and then click **View Agent Return File**. See Chapter 8, page 14 for more information on the Agent Return File.
3. It is also a good idea to clear out your Bad Address warrants. To do this, click the menu **Agent Return File**, then click **Bad Address Warrants**. See Chapter 7, Page 8 for more details on how to do this.
4. Next, check to make sure you do not have any warrants with $0.00 to collect by clicking the menu **Agent Return File,** and then clicking on **Remove Zero Balance Warrants**. For more information on this option, read Chapter 7, page 6. If any are found, you will need to do step 2 again to send those warrants back to the DOR.
5. Double check to see if there are any warrants left to send back to the IDOR. Click the menu **Agent Return File**, and then click **View Agent Return File**. See Chapter 8, page 14 for more information on the Agent Return File.
6. Finally, after all the steps above, run your notifications. To do this, click on **Reports** menu, and then select **Notification Manager**. For more information on this process see Chapter 6, page 3.

WEEKLY PROCEDURE**:**

Proper maintenance of your data files is critical to the performance of the Automated Tax Warrant System. In order to clean up your data files and free up system resources, you should follow these procedures at least once a week:

1. When no one is in the Cash Book or the Tax Warrant System, click the Compact/Repair button on the 3 button Menu:

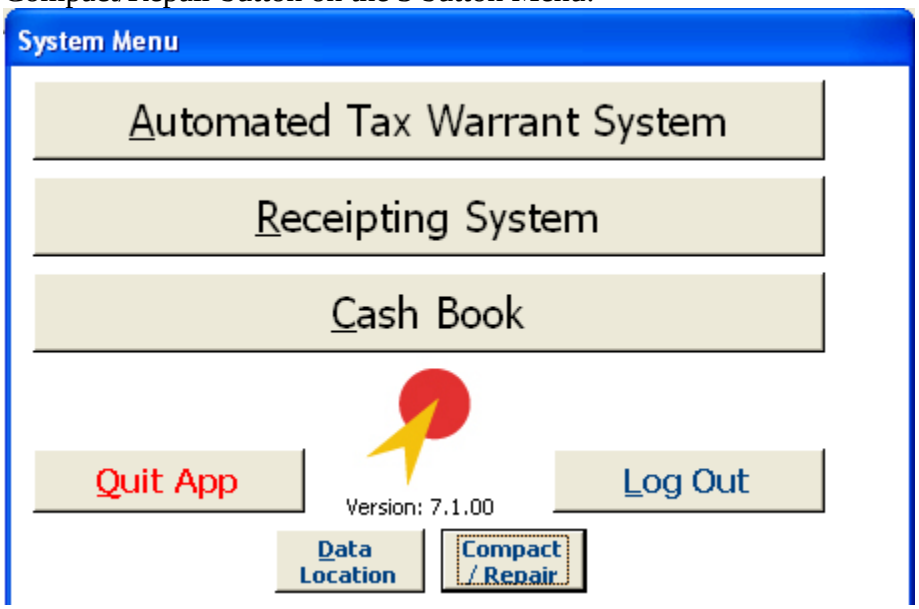

Figure 1: Compact and Repair System Files

2. The system will then repair the three major files ATWS uses. After you have clicked the Compact/Repair button, click YES to continue when prompted. Watch the Status bar in the lower left of the screen to review progress.

Figure 2: Review Compact Progress on Status Bar

MONTHLY PROCEDURE**:**

At least once a month, you need to send the Department of Revenue a payment report. This report can be sent more frequently depending on the circumstances of your particular office arrangements. To send the payment report, click on the menu **Reports**, and then click on **Payment Report for State**.

LOOKING UP A WARRANT BY NUMBER OR SEARCH

Upon signing into the program, you will be presented with the main switchboard. It is a very basic screen with the Warrant # at the top of the screen. By typing in the warrant number, you will have immediate access to all information at your fingertips without having to go to your file cabinet and pull a paper warrant.

When you search for a warrant number, you can click inside the box next to WARRANT # and enter the number (you do not have to enter the preceding zero prior to entering the seven digit number). You can then press your enter key to pass from the warrant number to the FIND key and by pressing the enter key again the software will search for the warrant.

It's that simple! But, what happens if you don't know the warrant number? Have you ever received a payment via the mail and you can't read the signature? You have an address and a money order but you aren't' sure what the person's name is. Possibly you can make out a first name but aren't sure if that last name is a fancy H or maybe an S. Now, what do you do?

TAX WARRANT MAIN FORM

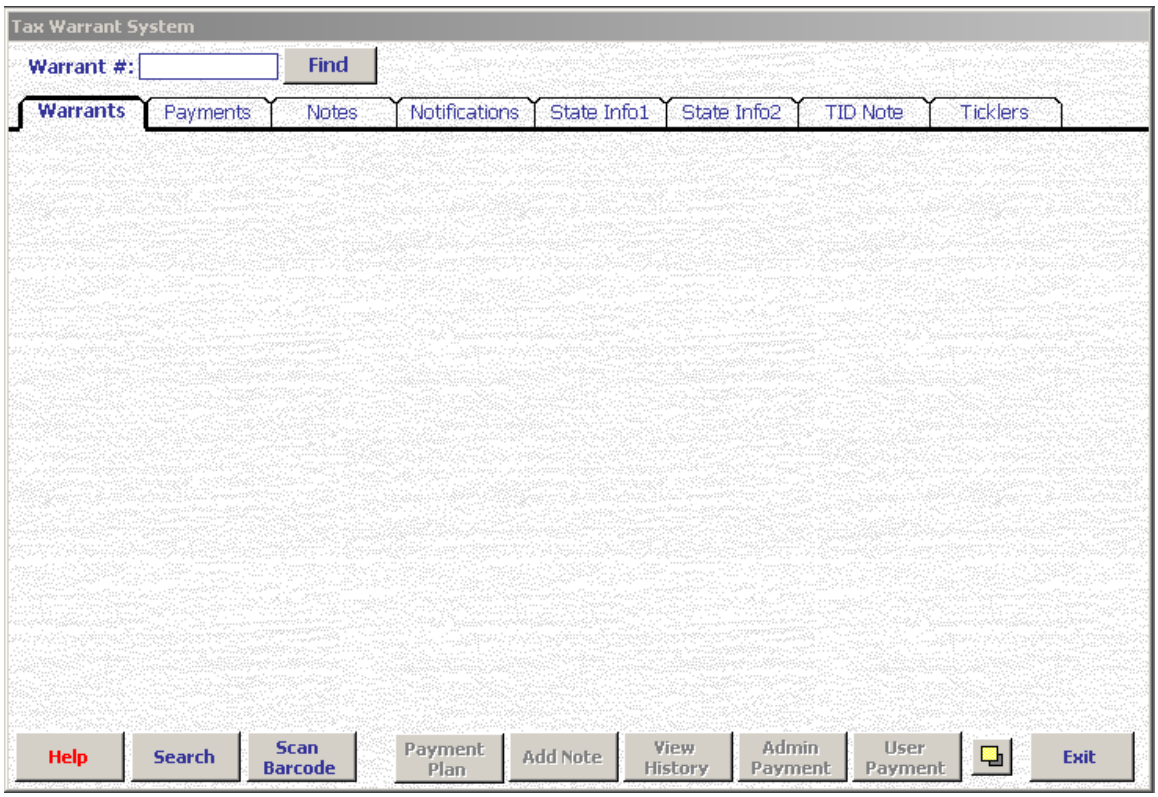

Figure 3: Tax Warrant Main Form

The answer to all of those questions is the SEARCH button!
If you do not know the warrant number, let's say that someone comes to pay but does not know their warrant number but gives you their last name, then you can go to the SEARCH button to conduct a search by their last name. Click on the

button and the Search Criteria screen displays.

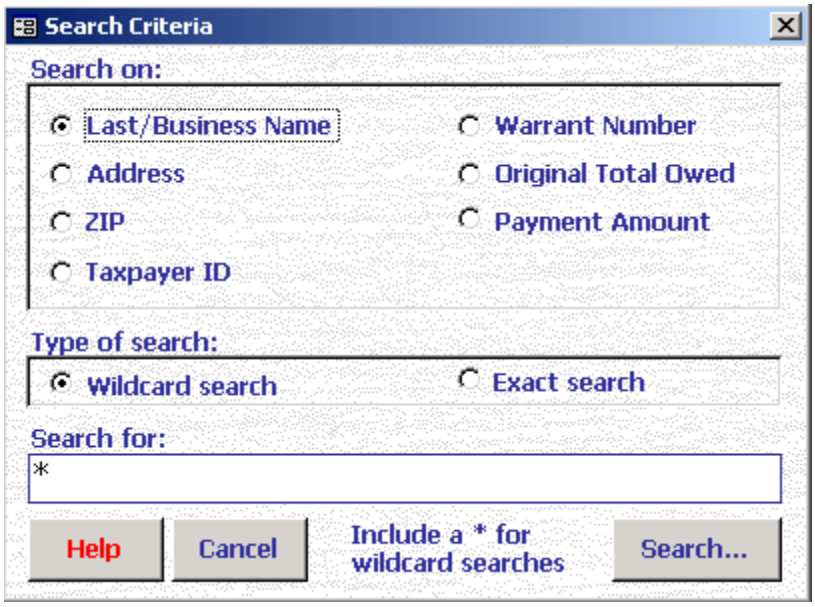

Figure 4: Search Criteria

There are a number of factors included in the search capabilities, including a search by:

- Last Name
- Address
- Zip Code
- Taxpayer Identification Number
- Warrant Number
- Original Total Owed
- Payment Amount

Searches can be conducted by choosing one of two methods:

- Wildcard Search: default is set to a Wildcard Search. By using * it will search for all warrants within the search you have specified.

- Exact Search: By typing in the specific data for the search you wish to conduct it will search for all warrants with the search you have specified.

For example: If you were to know that the person's last name were Horner, you would click LAST/BUSINESS NAME and in the Search for: box, you would type in Horner and it would bring forth a list of all the warrants with the last name of Horner.

Another example: If you have a payment and you cannot read the signature but it has a return address of 1103 Walnut St., then you would click on Address and in the Search

for: box, you would type in 1103 Walnut St. and it would bring forth a list of all the warrants with the address of 1103 Walnut St.

Choose the type of Search you want to perform by clicking in one of the radial buttons to the left of the **Search on:** criteria. Then select the **Type of search:** to perform. When choosing "Exact Search", it will be necessary to type the exact information you are searching for in the **Search for:** box.

If only one record matches your search criteria, the warrant will display on the main form. If more than one record matches your search, the search results form will list all warrants that fit the search criteria (illustration below).

The search screen will save the criteria from the last search performed.

SAMPLE SEARCH RESULTS

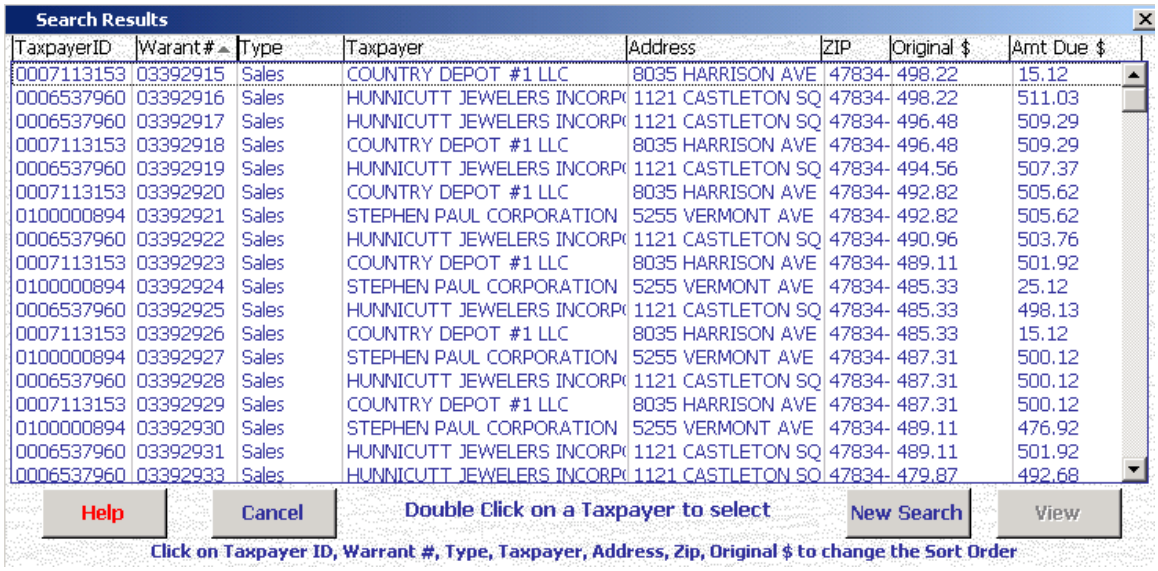
Search Results
TaxpayerID
Warant#
Type
Taxpayer
Address
ZIP
Original $
Amt Due $
00071131530339291 5 Sales COUNTRY DEPOT #1 LLC 8035 HARRISON AVE 47834- 498.22 15.12
00065379600339291 6 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 498.22 511.03
00065379600339291 7 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 496.48 509.29
00071131530339291 8 Sales COUNTRY DEPOT #1 LLC 8035 HARRISON AVE 47834- 496.48 509.29
00065379600339291 9 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 494.56 507.37
00071131530339292 0 Sales COUNTRY DEPOT #1 LLC 8035 HARRISON AVE 47834- 492.82 505.62
01000008940339292 1 Sales STEPHEN PAUL CORPORATION 5255 VERMONT AVE 47834- 492.82 505.62
00065379600339292 2 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 490.96 503.76
00071131530339292 3 Sales COUNTRY DEPOT #1 LLC 8035 HARRISON AVE 47834- 489.11 501.92
01000008940339292 4 Sales STEPHEN PAUL CORPORATION 5255 VERMONT AVE 47834- 485.33 25.12
00065379600339292 5 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 485.33 498.13
00071131530339292 6 Sales COUNTRY DEPOT #1 LLC 8035 HARRISON AVE 47834- 485.33 15.12
01000008940339292 7 Sales STEPHEN PAUL CORPORATION 5255 VERMONT AVE 47834- 487.31 500.12
00065379600339292 8 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 487.31 500.12
00071131530339292 9 Sales COUNTRY DEPOT #1 LLC 8035 HARRISON AVE 47834- 487.31 500.12
01000008940339293 0 Sales STEPHEN PAUL CORPORATION 5255 VERMONT AVE 47834- 489.11 476.92
00065379600339293 1 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 489.11 501.92
00065379600339293 3 Sales HUNNICUTT JEWELERS INCORP(1121 CASTLETON SQ 47834- 479.87 492.68
Help
Cancel
Double Click on a Taxpayer to select
New Search
View
Click on Taxpayer ID, Warrant #, Type, Taxpayer, Address, Zip, Original $ to change the Sort Order

Figure 5: Sample Search Results

Choose the warrant by using your mouse and double clicking on the appropriate line. Or click on the warrant to highlight your choice and click the View button.

You can change a sort order by double clicking on the column headers list below:

Clicking on the same column header again will change the sort order from ascending to descending indicated by the arrow beside the column header. In the above illustration, the warrant # is sorted in ascending order as indicated by Warant#. Clicking the Warant# again will change the sort order to descending Warant#.

For additional detailed search information, click the Help button.

In the event you do not find the warrant you want, you can conduct a new search and change the criteria you are looking for. This search is very easy to use and will show you the active warrants in your files.

Gone are the days of spending your time alphabetizing your warrants so that you can find that one piece of paper quickly. Gone are the days of thumbing through hundreds of paper warrants and risking those nasty paper cuts just to take a five dollar payment on a five thousand dollar warrant.

Now you are just a click away from alphabetical order and the ease of making a note in the taxpayer's file or taking a payment. Welcome to time savings and simplification!

TAX WARRANT MAIN FORM - POPULATED

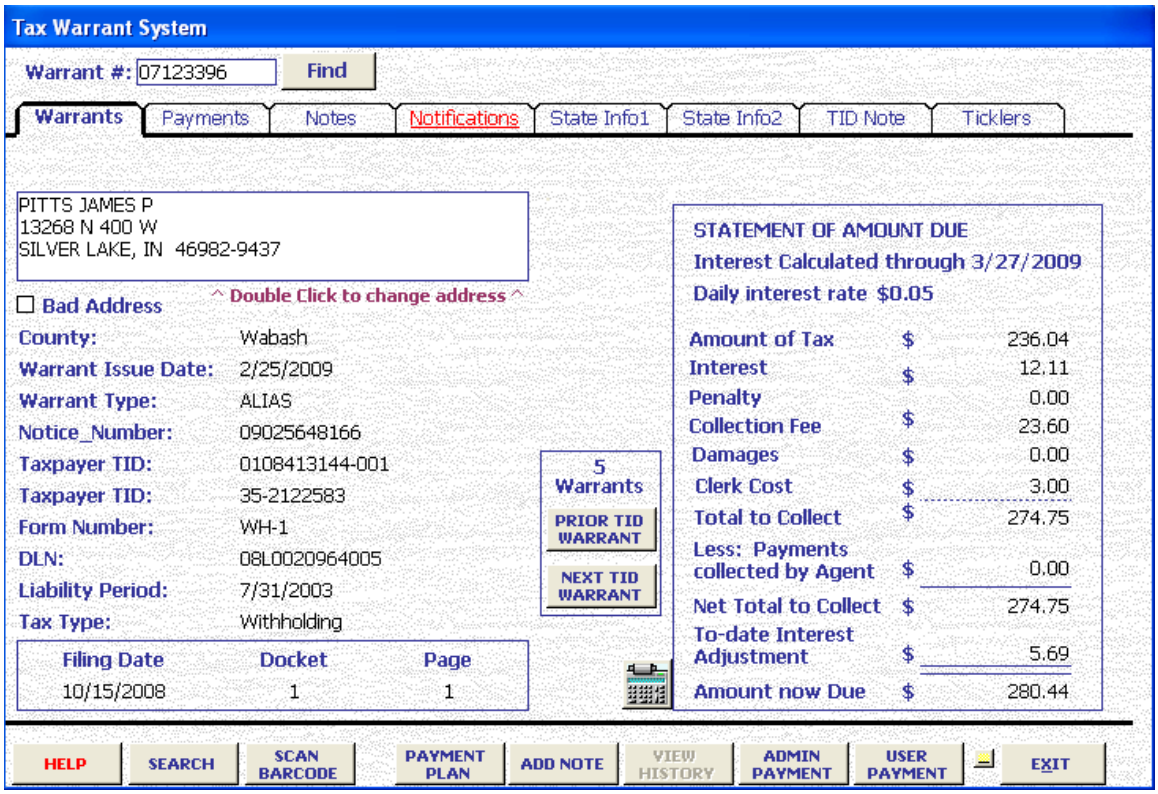

Figure 6: Tax Warrant Main Form-Populated

As you can see from the example above, the on-screen warrant is basically the same as a paper warrant with one major timesaving difference. The ATWS software calculates the interest up to the day you pull the warrant up for viewing.

Click on PRIOR TID WARRANT to see the previous outstanding warrant for this Taxpayer ID. If it is grayed-out, there is no prior warrant for this TID.

Click on NEXT TID WARRANT to see the next outstanding warrant for this Taxpayer ID. If it is grayed-out, this is the last warrant for this TID.

Click to calculate the amount due of this Tax Warrant to any time period. Clicking the button will open a form for you to enter the date you would like to calculate to.

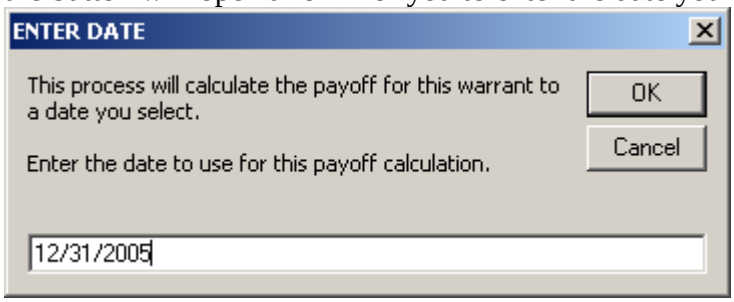
ENTER DATE
This process will calculate the payoff for this warrant to a date you select.
Enter the date to use for this payoff calculation.
OK
Cancel
12/31/2005

Figure 7: Enter Date

Click OK to calculate the amount due to the date entered. The payoff information will display.

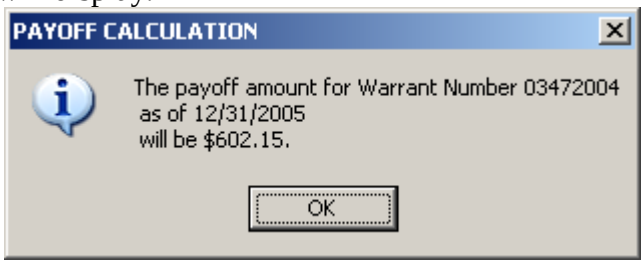

Figure 8: Payoff Calculation

Tabs that appear in red and underlined contain additional taxpayer information.

Figure 9: Tabs

The only information that can be manipulated on this form is the taxpayer's address. You can make known changes or you can also to set the **Bad Address** flag if you do not know the correct address.

The ☐ Bad Address check box should be checked if the address listed is bad and no other address is available. Once this box is checked, the system will not allow additional notifications to be sent to the bad address. This check box can be unchecked once a corrected/new address is entered. When you set a warrant to a bad address, you will be asked if you want to set all warrants as a bad address for this taxpayer. If you answer

yes, all warrants with this address for this taxpayer will be flagged as a bad address. Additionally, if other warrants exist with different addresses, you will be prompted for each address if you want to flag them also.

There are many instances where, once you have mailed your notification letter to the taxpayer, it is returned by the post office as undeliverable. This is a major cost for every agent with regards to postage. In the event that the post office includes a change of address label, you can resend the notification to the correct address.

If you want to change the address, make sure the bad address check box is unchecked and then enter the correct/new address. To change the address, double click on the address box and the Change Address Information box below will open to make address changes.

CHANGE ADDRESS INFORMATION

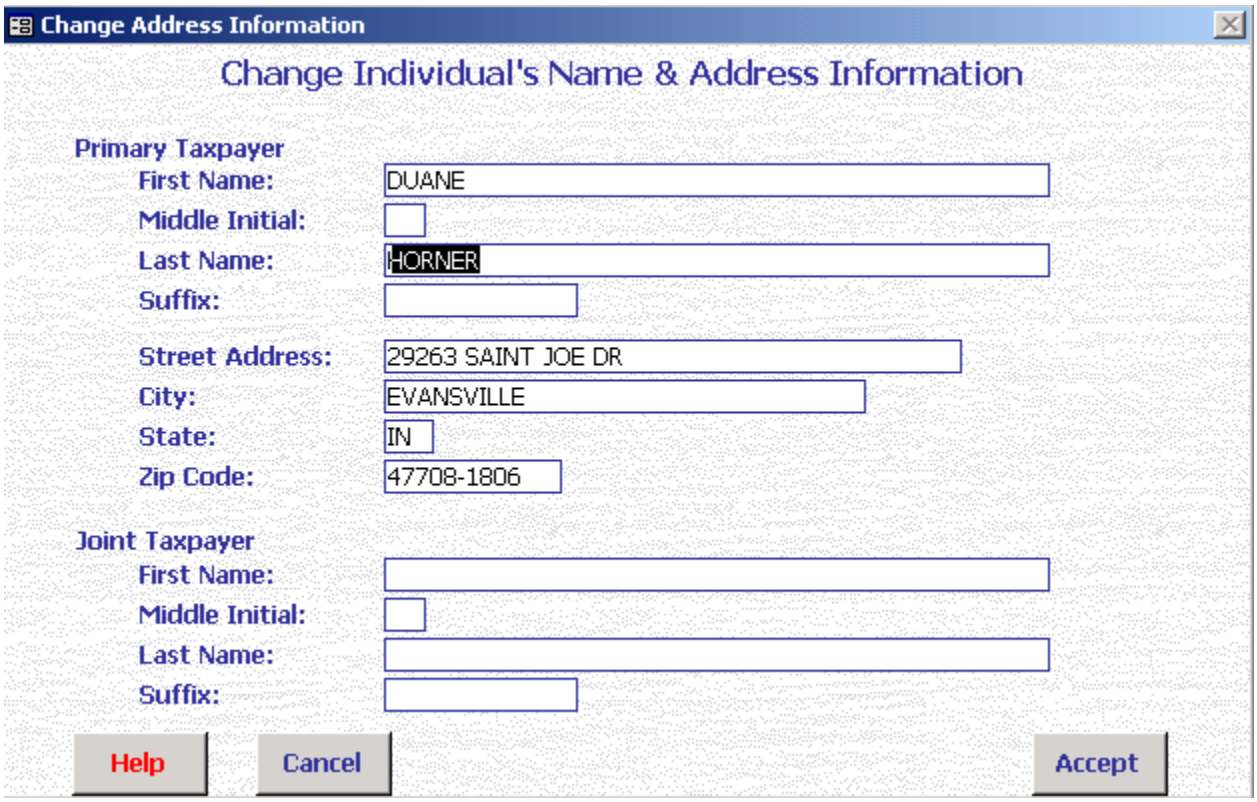

Figure 10: Change Address Information

After the changes are made, click the

button. After accepting this new address change, a report will print. The report must be mailed to the DOR so that the DOR can update the address in the DOR file.

NOTE: The address change that you make will not be overwritten by subsequent files sent by the DOR until the DOR changes their records to the correct/new address.

Once this warrant is completed, if other warrants exist for this taxpayer you will be asked if you want to change all addresses for any other warrants this taxpayer may have. If you answer yes, all warrants with this address for this taxpayer will be changed to the address you selected. Additionally, if other warrants exist with different addresses, you will be prompted for each address if you want to change them to the new address also.

RECEIPTING A PAYMENT FROM A TAXPAYER

With the ATWS, taking a payment is now one of the easiest tasks you will accomplish! The time consuming process of writing a receipt and figuring the amounts are now a thing of the past. Just by entering the warrant number and bringing the warrant to the screen (or searching by name, address, etc.) you can simply click on one of the payment buttons and you are seconds from being done and on to other tasks. To accept a payment, administrators can click on the Admin Payment button and all other users click the User Payment button. To complete a user payment, see details in Section 5, Menu Options: Admin, Post Non-Admin Payments.

PAYMENT ENTRY

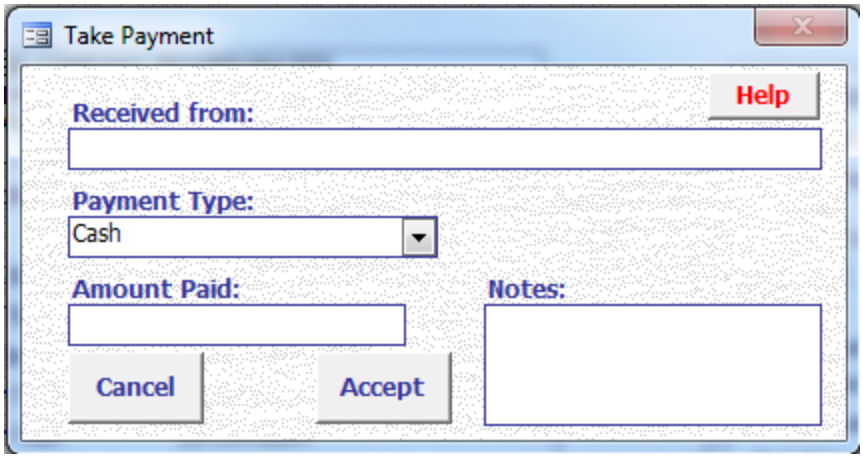

Figure 11: Payment Entry

Click on the Take Payment button to enter a payment.

The **Received from:** text box will default to the taxpayer's name. Press tab and the taxpayer's name will be displayed. Tab again to select **Payment type**. If payment type d requires a check number then the check number box will display.

Enter the **Amount Paid**: and click on the Accept button to open the Verify Payment window. It is possible to add a note of explanation also.

PAYMENT VERIFICATION

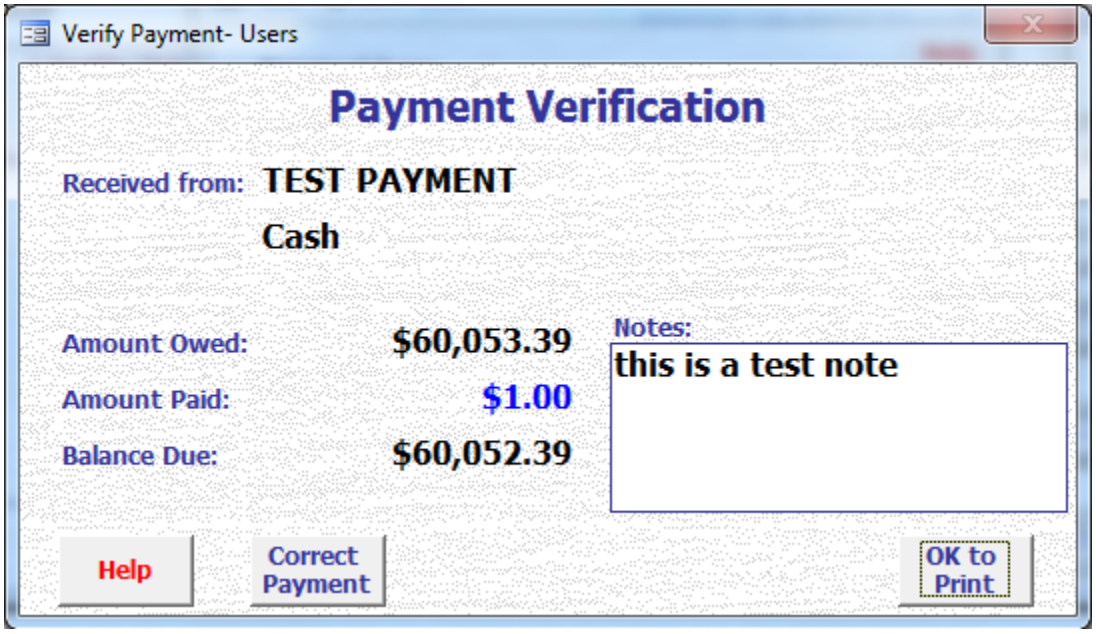

Figure 12: Payment Verification

If the payment information is wrong, use your mouse and click on

to correct the payment information. You can enter or modify the note on this form.

If the payment information is correct, use your mouse and click on

and a receipt will automatically print. The system will allow overpayments.

Please note that each agent's setup will determine the type of payments accepted. Cash, money order, cashiers check, credit card, etc payments can be set up in the site standards as accepted payment options. If paying by money order or cashiers check, you must record the check number in the check # field. Dollar amounts can be entered without the decimal. If the payment includes cents, then enter the amount with the decimal. Example: 59.34 (fifty-nine dollars and thirty-four cents)

Please note that if someone submits a payment and that payment is for an amount larger than the current calculations (usually off by less than a dollar), the DOR and ATWS will still accept the payment. Interest is calculated to a future date that was noted on the notification letter the taxpayer received. In cases where the taxpayer does not recalculate the interest due and submits the payment prior to the "interest calculated" date, the taxpayer might submit an amount in excess of the actual total due.

Such a payment will be reflected on the payment screen with red letters advising OVERPAID. The final calculations will still remit the full amount less your agency collection fees to the DOR.

PAYMENT VERIFICATION - OVERPAYMENT

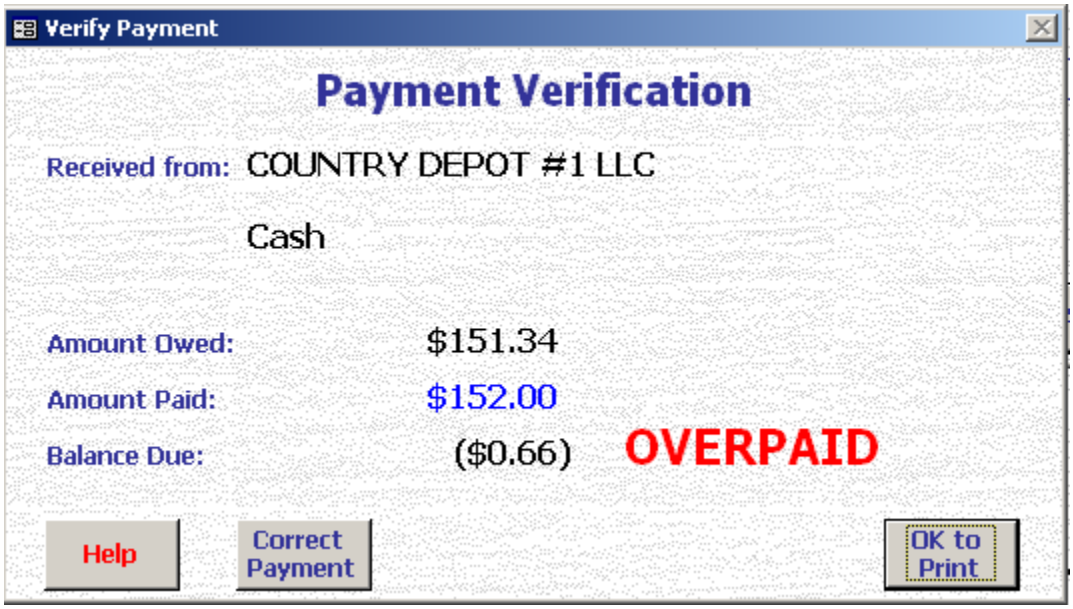

Figure 13: Payment Verification - Overpayment

As you can see, the overpaid amount is only 0.66 cents. This amount will apply to the primary balance remitted to the DOR and the agency fee will remain the same. The overpayment should not deter you from taking the payment. The DOR has advised they will make the necessary credits to the taxpayer's account for these calculation postings. The taxpayer generally will not recalculate an amount as it is shown on the notification letter even if the interest shows being calculated for a future date.

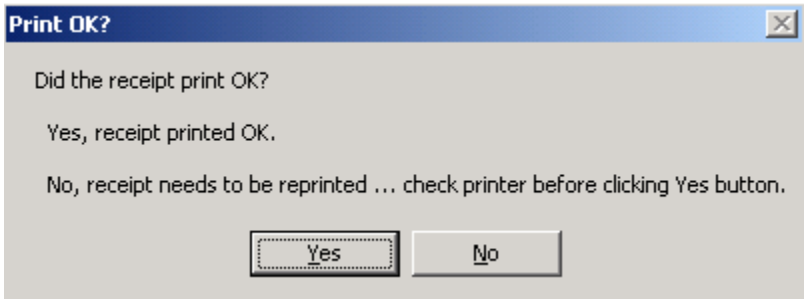
Print OK?
Did the receipt print OK?
Yes, receipt printed OK.
No, receipt needs to be reprinted … check printer before clicking Yes button.
Yes
No

Figure 14: Receipt Printing

If the receipt printed successfully, choose **Yes**. If the receipt did not print successfully, check your printer to see why and choose **No**. The receipt will print again.

The display box above will continue to be displayed until the user clicks the **Yes** button. The number of receipts printed is determined by the settings in site standards

configuration settings tab. The system can be set up to print Admin and User receipts and how many copies to print as illustrated in the below.

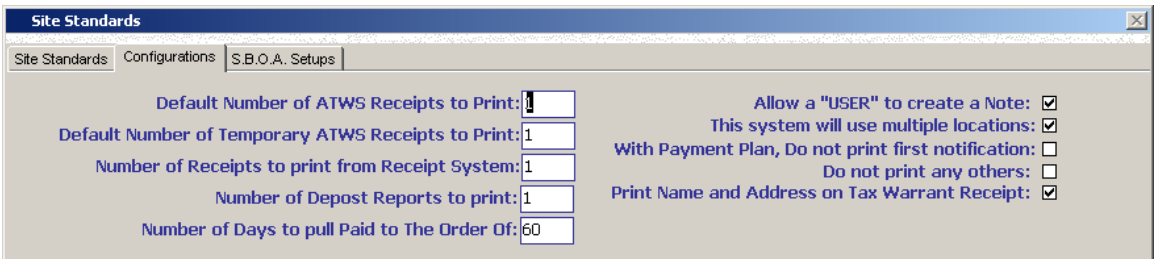
Site Standards
Site Standards
Configurations
S.B.O.A. Setups
Default Number of ATWS Receipts to Print: 1
Default Number of Temporary ATWS Receipts to Print: 1
Number of Receipts to print from Receipt System: 1
Number of Depost Reports to print: 1
Number of Days to pull Paid to The Order Of: 60
Allow a "USER" to create a Note:
This system will use multiple locations:
With Payment Plan, Do not print first notification:
Do not print any others:
Print Name and Address on Tax Warrant Receipt:

Figure 15: Site Standards

Administrative payments will then display a message informing the user the amount, if any, retained for the agent.

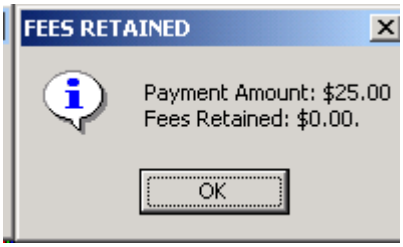

Figure 16: Fees Retained

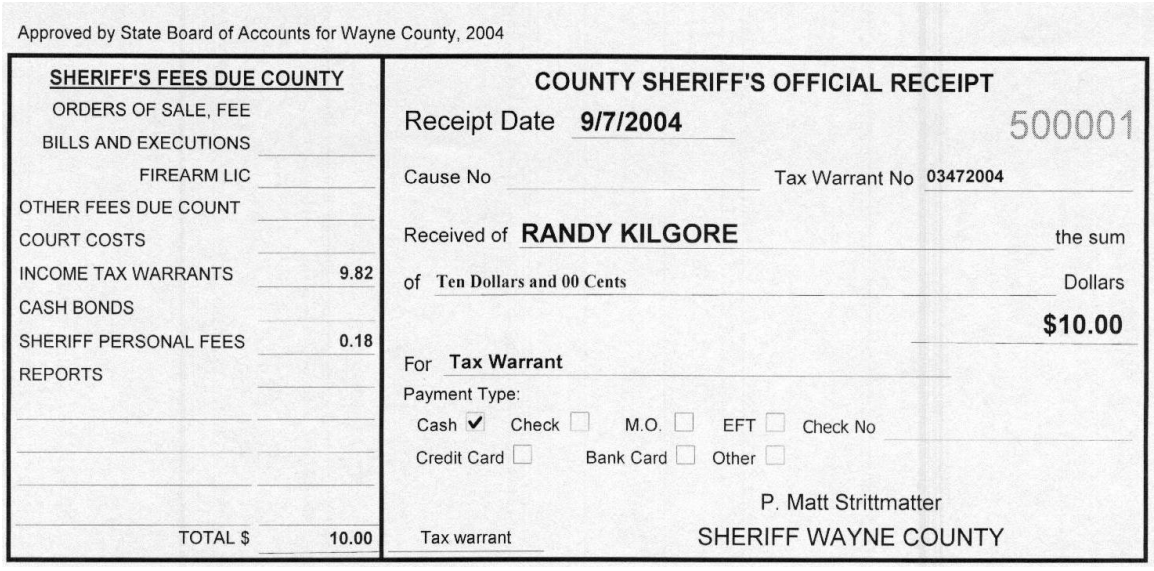

Figure 17: Sample Payment Receipt

As you can see, the printed receipt is the same format that has previously been approved by the State Board of Accounts.

In most cases, the collecting agent should print two copies of the receipts. One copy should be given to the taxpayer and one copy should be retained for the collection agent's permanent record. This will replace the pre-printed receipt books. The easiest ways to keep these receipts are to place them in a three ring binder. We would suggest that a copy of the deposit slip generated at the end of each day be retained in front of that day's receipts. From a procedural standpoint, State Board of Accounts will then be able to audit the books with ease.

It will be imperative that the collecting agent keeps a copy of the receipt on file for future audit purposes. Therefore, the system has been designed with an alternative receipt system in mind. For some offices, keeping the accountability to a single person receipting funds collected is necessary for State Board of Accounts. Individuals collecting monies on behalf of the Fiscal Control office can print a copy of the warrant in which it will list the amount collected and that collecting person can sign their names and provide a copy to the taxpayer.

Please keep in mind that the printed copy of the warrant has not been entered as an actual payment into the system but will allow the taxpayer to receive a receipt. Monies turned over to the Fiscal Control office can then be receipted with the official receipt for audit purposes. User privileges allow for you to designate such privileges in conjunction with your procedures. Discussions of the copy warrant procedure is covered in a future section.

NOTE: If you would like Taxpayer Name and Address information printed at the bottom of Tax Warrant receipts so that the address shows in the window of a standard #10 window envelope for mailing, you can do so by clicking the **"Print Name and Address on Tax Warrant Receipt"** box on the Tax Warrants Site Standards form.
Choose "Maintenance" from the Tax Warrant menu bar, then "View Site Standards". Go to the "Configurations" tab. Check the box and Click "Save and Exit".

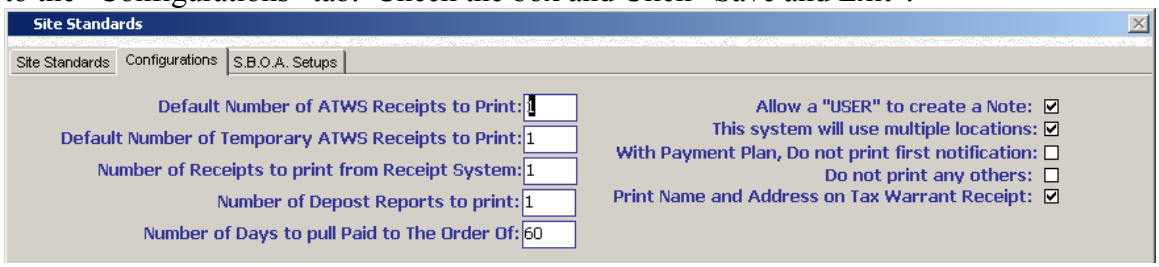
Site Standards
Site Standards
Configurations
S.B.O.A. Setups
Default Number of ATWS Receipts to Print: 1
Default Number of Temporary ATWS Receipts to Print: 1
Number of Receipts to print from Receipt System: 1
Number of Depost Reports to print: 1
Number of Days to pull Paid to The Order Of: 60
Allow a "USER" to create a Note:
This system will use multiple locations:
With Payment Plan, Do not print first notification:
Do not print any others:
Print Name and Address on Tax Warrant Receipt:

Figure 18: Print Name and Address on Tax Warrant Receipt

PAYMENT HISTORY DISPLAY

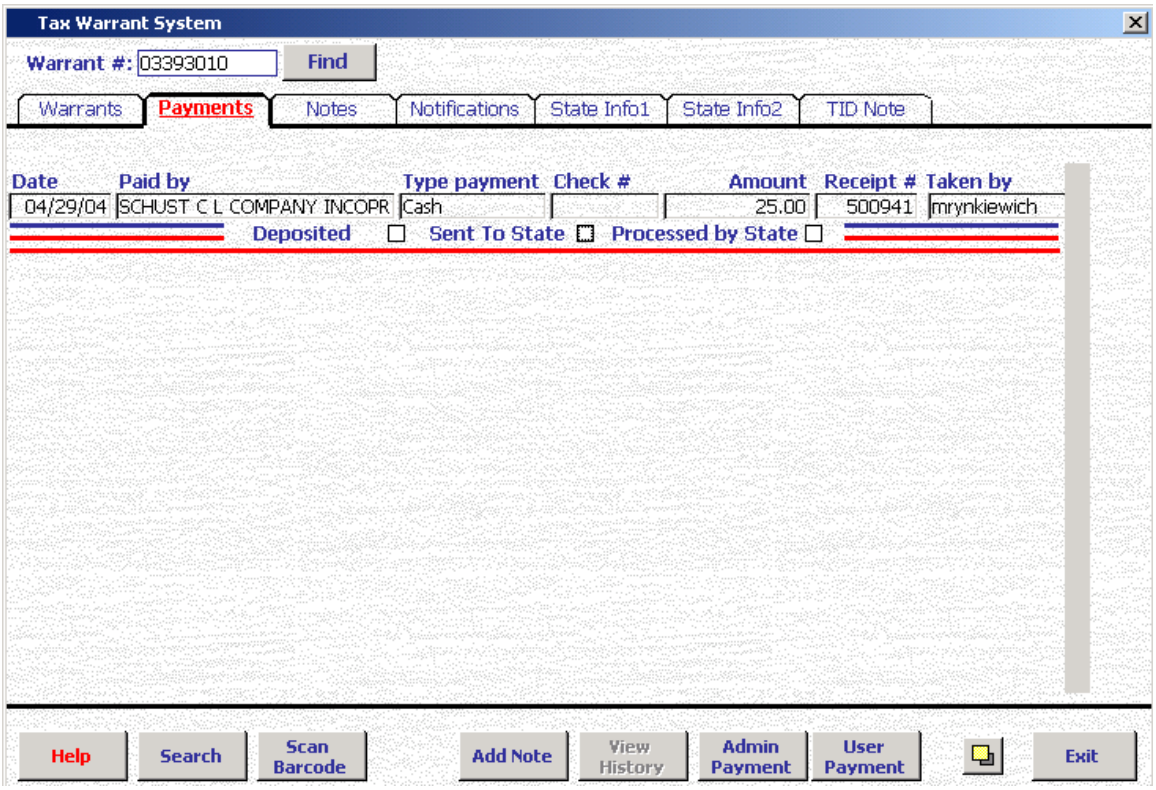

Figure 19: Payment History Display

To view the payment history for a warrant, click the

tab. The screen above displays all payments entered with the most recent payment being displayed first.

Please note that the receipt numbers from your old receipt books to the new ATWS should be far apart. This will allow for audit accountability in looking for an old handwritten receipt versus the new computer generated receipt.

Correcting Payment Entry Errors:

The State Board of Accounts does not allow the deleting of a receipted item. Therefore, to create an accounting trail that the State Board of Accounts can follow, the system will not allow the deletion of a receipt. To correct an entry error use the following steps:

1. Find the taxpayer warrant on main warrant screen.
2. Click the Payments tab.
3. Find the payment receipt number that is incorrect.
4. Double click on the receipt number
5. Enter Administrative password.

6. Click YES to continue with correcting the error; click NO to cancel the process.

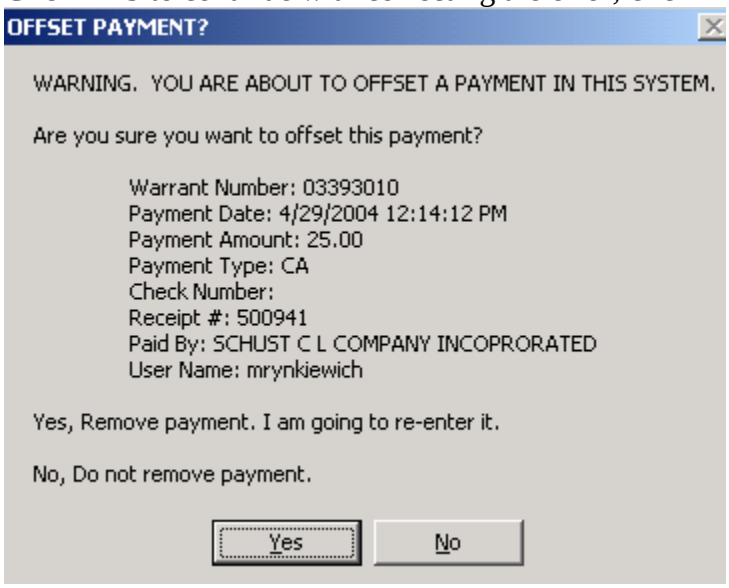
OFFSET PAYMENT?
WARNING. YOU ARE ABOUT TO OFFSET A PAYMENT IN THIS SYSTEM.
Are you sure you want to offset this payment?
Warrant Number: 03393010
Payment Date: 4/29/2004 12:14:12 PM
Payment Amount: 25.00
Payment Type: CA
Check Number:
Receipt #: 500941
Paid By: SCHUST C L COMPANY INCOPRORATED
User Name: mrynkiewich
Yes, Remove payment. I am going to re-enter it.
No, Do not remove payment.
Yes
No

Figure 20: Offset Payment

7. If you click YES to continue a notes screen will display to record why you are making the correction. The Note can only be 250 characters long with spaces counted as characters.

Figure 21: Add a Note

8. Click OK to accept the note you have written or click Cancel to dismiss this screen.
9. A report will generate displaying the original receipt and the correcting receipt and the note you added in Step 7 (if a note was entered). On the following screen, click YES to print the report or NO to cancel.

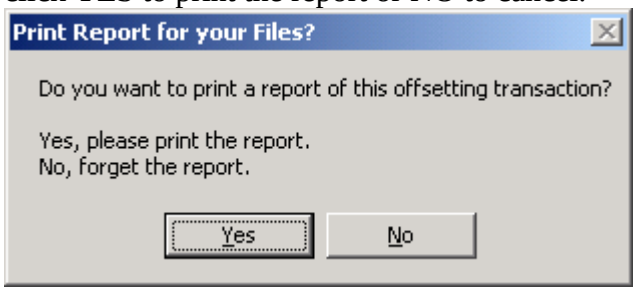
Print Report for your Files?
Do you want to print a report of this offsetting transaction?
Yes, please print the report.
No, forget the report.
Yes
No

Figure 22: Print Report for your Files?

10. At the end of the error correction process, the following screen will display. The user should now enter the correct information using the normal way to enter a payment.

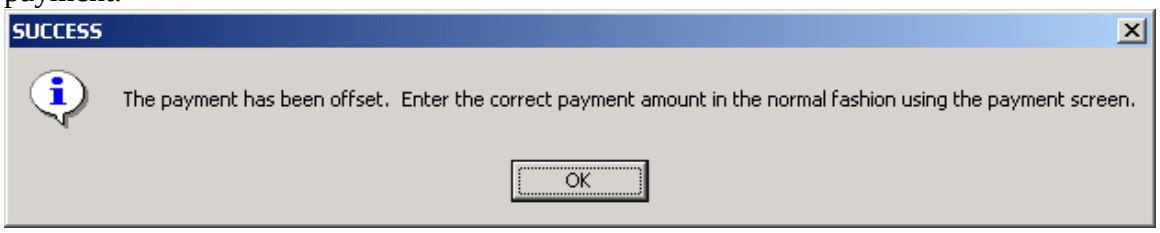

Figure 23: Success- Offset Payment

NOTE: Once you are done with this process, if you are also using the ATWS Cash Book, a report will print out. This report should be given to the Cash Book support person so that person can **also VOID the receipt in the Receipting System**. See "Void Existing Receipt" in Cash Book MANUAL 6.

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